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Substitute for form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use as many sheets as necessary) Sheet 1 of 1		Complete if Known	
		Application Number	10/776,619
		Filing Date	February 12, 2004
		First Named Inventor	Suresh R. BABU
		Art Unit	3629
		Examiner Name	To be assigned
		Attorney Docket Number	11884/407501

U.S. PATENT DOCUMENTS					
Examiner Initials *	Cite No. ¹	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
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DR		SAP Solution Brief, "mySAP™ CRM SERVICE," 2003, 8 pp.	
DR		"Complaints & Returns Management," http://www.sap.com/businessmaps/F12C8D95CB6D405B885C3DB491E85427.htm , April 1, 2004, 2 pp.	
DR		Complaint Handling & CAPA Software Solutions, "New Atlas RM," http://www.brighaminc.com/rm.html , April 1, 2004, 3 pp.	
DR		Syncata - Automotive Consulting Services, "Automotive and Industrial Manufacturing Practice," http://www.syncata.com/content/AutoPractice.asp?menu=0 , April 1, 2004, 4 pp.	
DR		NetRegulus - Enterprise Software for Regulatory, Quality and Clinical Data Management, "NetRegulus V6™," http://www.netregulus.com/ , April 1, 2004, 2 pp.	
DR		Sasha Banks-Louie et al., "Code TREAD," ActionLINE, September 2003, 2 pp.	

Examiner Signature		Date Considered	2-5-05
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**INFORMATION DISCLOSURE
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Sheet 2 of 2

Complete if Known

Application Number	10/776,619
Filing Date	February 12, 2004
First Named Inventor	Suresh Rangaswamy BABU et al.
Art Unit	To Be Assigned
Examiner Name	To Be Assigned
Attorney Docket Number	11884/407501

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DR		NetRegulus v6™ 2003 Abstract, Copyright 2003, NetRegulus, Inc., http://www.netregulus.com/brochures/NetRegulus_v6_Software.pdf .	
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DR		Customer Expressions, News Release, February 15, 2004, Customer Complaint Management in the Banking Sector: Best Practices by Customer Expression, Executive Canada, John Kiska, MBA, CMA, http://www.customereexpressions.com/CEX/CEXWeb.nsf/News-Best-Practices?OpenPage .	
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